



QuEST Newsletter

July, 27, 2000



Winnemucca Has

Written By: **Bill Hammargren**

It was a normal Tuesday in Winnemucca. The Waiting room at the office was full of people wondering if Bill would show up as planned. Sure enough Bill showed up 10 minutes late, and the fun began.

The Winnemucca group gathered in the conference room and started to absorb the issue at hand. Bill held up the plan and told the group that "this is where we need to be": goal: "Plans support people to discover goals to achieve their dreams." Everybody took a few minutes for the plan to sink in, and then the discussion

began. The group consists of seven members including myself. Those members include: **Jennifer Garrison, TJ Watkins, Joel Bailes, Timothy Hooper, Dee Dee Waterson, and Jesica Bezayiff.** The backgrounds of all the individuals ranges from person's receiving services to providers.

The group knows that the task at hand is monumental, but all agreed that they would push through with perseverance and good will to see the end result accomplished. The groups next planned meeting will be on July 5th and

Got It Going!!



will provide training that will focus on person-centered-planning. Marcia Bennett Ph.D. will be the instructor.

We are looking forward to letting everyone know how the process is going in the coming weeks. Hope all is well in your neck of the woods, and that your groups are marching along proudly.

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The Journey Has Started In Fallon!

Who are we? Why are we here? Where do we want to be? Well, we are Rural Regional Center, but why do we exist? The Awesome group in Fallon and Hawthorne are working on answering this question as they develop the

mission and vision for Rural Regional Center. This workgroup consists of the following individuals receiving services: **Carly Bons and Ernest DeCoux.** Providers participating in this group are: **Lisa Hubbard and Leslie Spracklin.** RRC

is represented by **Marietta Aquino.** The group is still hoping to get others to join the group. Invitations to be part of the group have been made to **Michael Pressey and Anne Waddell.** Hopes are that a teacher and a family member

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QuEST- - Contract Workgroup

The contract workgroup has met twice and is off to an encouraging start, identifying tasks and how to reach solutions. Hindered by government regulations, official forms, and statistical needs, the group intends to reach the goal of **“Contracts, agreements, and billings are combined into one process that reflects the person’s plan.”**

This will be done by re-identifying how the present forms and con-



tracts are used, not necessarily by re-writing them, but by using SLA (Supported Living Arrangements), Respite, and CTC (Certified Training Center) forms as vouchers. The

stress is initially re-search, learning what other states are doing regarding this same issue. **Rosemary Melarkey** is reviewing this re-search along with the other workgroup members.

The members of this awesome group are

as follows: **Lynn Bray (Rural Regional Center)**, **Liz O’Brien (State Central Office)**, **Trish New (Easter Seals)**, and **Helen Coston (Ormsby ARC)**. They hope to be joined at their meeting on July 26th by **Kristy Stewart (EduCare)**, and **Kate McCloskey (RRC)**.

Any questions regarding this group should be directed to Mary Winkler (QuEST coordinator). Her Phone # is (775) 882-8520.

Written by: M Winkler

Getting Along is Elko’s Task

The Elko QuEST work committee held its first meeting on June 27, 2000. Representatives from Easter Seals, Edu Care Community Living Corp., R.E.M., Ruby Mountain Resources, and Rural Regional Center as well as two individuals receiving services make up this dynamic group.

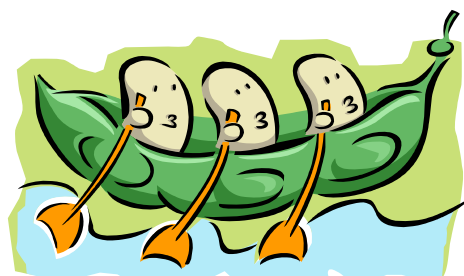
Marcia Bennett reviewed the purpose of the QuEST committee, which is to improve the communication between Rural Regional Center, all the different providers of services, and the people who are re-

ceiving those services.

In the Upcoming weeks, the committee will be developing strategies and objectives to attain this goal. The committee is also in the process of developing a survey, which will be distributed to providers in the Rural region. The survey will be used to gain much needed input and suggestions on the issues that providers feel will benefit the committee.

written by:

Darla Martin



Sharing Success’s

The Following are a few of the success’s that have been taking place in people’s lives:

Thank you to EduCare in Carson City for assisting a person to get a home loan. WAY TO GO!

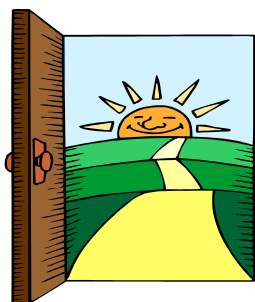
Ormsby ARC helped the same person get a job at the community college that pays \$10.00 an hour.

KEEP IT UP!

“Fallon” continued from page one

of someone receiving services will also be part of this great group of individuals.

The workgroup had their first meeting on June 22, 2000. All members who participated are excited about the prospect of developing the mission statement and vision



We've started the journey!

for Rural Regional Center. The Mission statement will include people receiving services, provider agencies, as well as Rural Regional center. The goal is to include all involved so that the mission statement and vision will reflect the need for everyone to work together to reach a common goal. The group will be contacting people

from other regions in order to solicit ideas and opinions.

The group hopes that all is well with the other workgroups, and is looking forward to sharing ideas with everyone in the future.

The next meeting is scheduled for July 10th, 2000.

Written by M. Aquino

Introducing RRC's Quality Enhancement Process

Last May a group consisting of RRC staff, provider staff, and people receiving services spent four days with Chrys Vidibill, a consultant from The Council on Quality and Leadership (formerly, The Accreditation Council). This group is the first quality enhancement steering team for RRC. QuEST members looked at information about areas of strength and areas needing improvement for the agency. Information was gathered through interviews with people receiving services (by UNR), staff and provider surveys, reviews by Medicaid, and a self assessment.

During the session, other provider staff throughout the region identified issues they would like to

see be addressed by RRC. This input was very valuable, and was incorporated into the final quality enhancement objectives of the agency.

The results of QuEST's work was the identification of six priority areas needing improvement, described at the following goals for RRC: (1) RRC and Providers are partners; (2) RRC has a mission that includes the desire to support providers; (3) UAP provides accurate data on personal outcomes; (4) Contracts, agreements, and billings are combined into one process that reflects the person's plan; (5) Plans supports people to discover their goal to achieve their dreams; and (6) People exercise their rights.

To begin work on these objectives, six workgroups have been developed across the region. You will receive updates from each workgroup in the newsletter. Please feel free to contact workgroup leaders if you wish to contribute ideas or participate in the planning process.

QuEST's current goal: To complete a written strategic plan outlining the steps to achieving the six goals by October 16, 2000 and to have accreditation survey from The Council by May 2001.

Written By:

Marcia Bennett, RRC Director

Sonoma Industries: “How Does Your Garden Grow?”

Where there once existed only weeds and goat head thorns, now stands a beautiful garden thanks to the efforts of many. Sonoma Industries in Winnemucca received a new addition this week. A green house was added to the work shop. And boy what a difference a green house can make. I was fortunate enough to go up and see the team in action on Wednesday. About 10 commu-

nity members were up at Sonoma helping to get things rolling in the right direction. Everybody is very excited. **Richard Saunders** “can’t pull himself away, even for coffee breaks” according to Director Kay Debord.

Plans call for adding on



**WAY TO GO
SONOMA!**

more and more as the garden grows. It is easy to see through the progress being made that by adding a little community support with some dedication and hard work, things will start to grow like wildflowers.

By: B. Hammargren

Rural Regional Center

Articles can be mailed, faxed,
or e-mailed to us at the
following:

P.O. Box 230
460 E. Haskell Street
Winnemucca, NV 89446

Phone: 775-623-6580

Fax: 775-623-6584

mail: billmegs@the-onramp.
net



QuEST is a group that was formed with the sole intention of improving how services are provided to individuals. We hope to enlist many people from all walks of life into this journey. We realize that there will be struggles, and know that we must cherish the successes of all group members. We know that the success of the group is solely dependent on the hard work of the members. We strive to support one another on a daily basis. We hold a vision that change needs to occur, and realize that the best way to make it occur is to get everybody involved. So remember, when you see us coming, don't run and hide. Instead, put out your hand and grab on for the ride of your life!

Thank you for your time.

Taking the Team Approach Editorial by B. Hammargren

In a QuEST for better service, Rural Regional Center has solicited the knowledge of the community at large to try and find a "better way" to do the things we do. We are fully aware of the fact that we must work as a team with all of our stakeholders in order to make the services being provided the absolute best they can be. Because of this we have developed six sub committees we call workgroups that are designed to help us research and develop better ways to deliver superior services to the individuals we serve.

We realize



that the tasks at hand will not be easy to accomplish. We are aware of the time and involvement that must be put forth. We applaud all those who are willing to get involved in this monumental movement. We know that everyone's time is very valuable. There is a light at the end of this tunnel that will shine on everyone involved.

Together we can reach that light and all sun ourselves underneath it.

At times the light may seem very close, and at other times it will seem to barely be flickering in the distance. The thing

we must all remember is that the light will never go out. It will always be waiting there just around the corner for all of us to discover together. We must persevere and remain focused. Have fun and laugh and remember to reward, reward, reward for our accomplishments.

We thank each and everyone of you for bringing your knowledge and experiences to the table for review. Difficult tasks always seem to be much easier when you address them as a large group, and not alone. RRC looks forward to working along side you so that we can help make dreams come true.